

Direct Deposit Frequently Asked Questions

When do changes I make to my direct deposit take effect?

If an employee uses PeopleSoft Self Service on Monday, Tuesday, or Wednesday of the week that they are getting paid:

Changing the **amount** going into an existing account: will take effect on Friday

Change* or add an **account number**: will take effect in 4 weeks

If an employee uses PeopleSoft Self Service on Thursday or Friday of the week that they are getting paid:

Changing the **amount** going into an existing account: will take effect in 2 weeks

Change* or add an **account number**: will take effect in 4 weeks

If an employee uses PeopleSoft Self Service on a day not mentioned above:

Changing the **amount** going into an existing account: will take effect on the next check

Change* or add an **account number**: will take effect 2 weeks after the next check

If an employee opts to use the Direct Deposit Enrollment form (pink cards will not be accepted) instead of PeopleSoft Self Service the deadlines change.

As long as Payroll in Finance receives the form before noon on the Wednesday of the week the employee is paid:

Changing the **amount** going into an existing account: will take effect on the next check

Change* or add an **account number**: will take effect 2 weeks after the next check

If an employee submits the Direct Deposit Enrollment Form on Thursday or Friday of the week that they are getting paid:

Changing the **amount** going into an existing account: will take effect in 2 weeks

Change* or add an **account number**: will take effect in 4 weeks

Whenever an employee changes the account number for the bank account that receives the **balance of their check**, they will receive a paper check for the balance of their check until their new account information can be verified. See above for deadlines.

* Whenever an employee changes an account number, the old number will no longer be used unless the change was made on the Thursday or Friday of the week they are paid.

How do I cancel a direct deposit?

Fill out the Direct Deposit Enrollment Form and select "I authorize the delivery of my check to my department and/or the cancellation of all Direct Deposits". This will turn off your all direct deposits.

Fill out the Direct Deposit Enrollment Form and enter direct deposit information for all of your accounts; select "Stop" for those direct deposits you wish to cancel.

Go to PeopleSoft Self Service and delete the account (this will not work on the balance row).

The only way to cancel the direct deposit that receives the balance of your check in PeopleSoft Self Service is to "Edit" the balance row and enter new information to that line. If you do not have the new account information you will have to use the form.

NOTE: Adding a direct deposit that receives 100% of your check will NOT cancel the direct deposit in your balance row. Until your new account information has been verified, your paycheck will continue to go into your old account. If this is no longer a valid account, this may cause you to not receive your paycheck and you will have to work with your bank and Payroll to get your money back. This could take up to a week depending on the bank.